

Kirtland Air Force Base Privatized Housing Resident Advocate



Tenant Resources for Resolving Disputes in Privatized Housing



KFH Maintenance
Office: (505) 232-2049
After Hours: (844) 887-6838



Maxwell Place Maintenance
Office: (505) 255-1188



KFH Community Director
Kelley Lee
Office: (505) 232-2049
kelley.lee@huntcompanies.com



Military Housing Office
Charles Crisler
Office: (505) 846-0186
charles.crisler.1@us.af.mil



377 ABW Resident Advocate
Stephen Kowal
Office: (505) 846-1100
Duty Cell: (505) 420-8369
stephen.kowal@us.af.mil



Air Force Helpline
1-800-482-6431



377 ABW Legal Office
Office: (505) 846-4217

The Resident Advocate's office is located at 377 ABW Headquarters, wing D, across from the drug testing office

Walk-ins welcome, 0900 - 1400 M-F and by appointment

2000 Wyoming Blvd. SE,
Albuquerque, NM 87123
Bldg. 20604

Informal Dispute Resolution Process

If you encounter a problem with your home, communicate as follows:



First Immediately notify the Landlord and submit a work order if the issue is maintenance related.

Second Escalate request to Community Director if issue not resolved.

Third Request assistance from the Military Housing Office (MHO).

Fourth Engage the assistance of the Resident Advocate.

Fifth If issue has still not been resolved, contact Air Force Helpline.

Sixth Consult independent legal counsel if this is a legal matter that cannot be resolved following these steps.

Tenant may also involve their chain of command.
Tenant may involve Resident Advocate throughout this process, as necessary.
Tenant may seek independent legal advice at any time.

Resident Advocate Services

- Advocate for residents regarding housing issues.
- Consult on landlord/tenant rights, laws, regulations, etc.
- Mediate with KFH on behalf of residents.
- Facilitate discussions between MHO, KFH and residents.
- Escalate issues to base leadership.
- Work with base agencies to resolve resident issues.
- Help navigate the Exceptional Family Member Program.